



Take command of YOUR healthcare. MiCare Secure Messaging is an online service that allows patients an efficient electronic exchange with their healthcare team. MiCare allows patients to:

- ⇒ Make an appointment with your provider
- ⇒ Receive test and lab results
- ⇒ Request medication renewals
- ⇒ Communicate with the healthcare team about non-urgent symptoms online
- ⇒ Request a copy of immunization records
- ⇒ Access patient education materials

Don't delay – enroll in MiCare today!

To ensure the security of your health information registration is a face-to-face process. Enrollment can be initiated at the Check In desk during your next visit.

Already SignedUp?

Access MiCare at: www.RelayHealth.com

After Hours and Emergency Care

****there is no Emergency Room at the 359th****

In the event a beneficiary requires after hours medical treatment you have several options

Call the Nurse Advice Line at
1-800-TRICARE (874-2273), Option 1

OR

Visit the 59th Medical Wing Urgent Care Center at
Lackland AFB (no authorization required)

(210) 292-7331

OR

To use a Civilian Urgent Care Center TRICARE requires beneficiaries to have authorization **BEFORE** receiving medical care. For authorization contact the CAMO at
(210) 916-9900

In case of an emergency

Beneficiaries should call 911 **OR**

go to the nearest Emergency Room

Authorization is not required for emergency care

Services Provided by the 359th Medical Group

221 3rd St West (Bldg 1040)
Randolph AFB, TX 78150

Appointment Line	(210) 916-9900
Phone Directory	(210) 652-6403
Family Health	(210) 652-2117
FHC Patient Advocate	(210) 652-1560
Flight Medicine	(210) 652-4267
FSO Patient Advocate	(210) 652-4267
Pediatrics	(210) 652-2543
Peds Patient Advocate	(210) 652-0581
Women's Health	(210) 652-1836
Mental Health	(210) 652-2448
Immunization	(210) 652-3279
Laboratory	(210) 652-4117
Radiology	(210) 652-3811
Optometry	(210) 652-5526
Physical Therapy	(210) 652-3137
Public Health	(210) 652-2456
Dental	(210) 652-1846
MDG Patient Advocate	(210) 652-4303
Pharmacy	
Main Phone	(210) 652-4127
Refill Phone	(210) 292-9995
Referral Management	(210) 652-2414
Health and Wellness Center	(210) 652-3976
Bldg 999	

HOURS OF OPERATION

Monday – Friday

excluding Federal Holidays and Down Days

0730-1630 hours

359 MDG Training Days

Closed last
Wednesday
of the month
at 1200



Welcome to the 359th Medical Group

JBSA-Randolph, Texas



Patient Rights & Responsibilities

July 2014

PATIENT RIGHTS

Medical Care. You have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.

Respectful Treatment. You have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

Privacy & Security. You have the right to reasonable safeguards for the confidentiality, integrity, and availability of your protected health information, and similar rights for other PII, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal Law.

Provider Information. You have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform you of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

Explanation of Care. You have the right to an explanation concerning your diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

Informed Consent. You have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

PATIENT RIGHTS, cont...

Filing Grievances. You have the right to make recommendations, ask questions, or file complaints to the 359 MDG Patient Advocate at (210) 652-4303. If concerns are not adequately resolved, you have the right to contact the 59th Medical Wing Inspector General's Office at (210) 292-5122.

Research Projects. You have the right to know if the MTF proposes to engage in or perform research associated with your care or treatment. You have the right to refuse to participate in any research projects.

Safe Environment. You have the right to care and treatment in a safe environment.

MTF Rules and Regulations. You have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

Transfer and Continuity of Care. When medically permissible, you may be transferred to another MTF only after you have received complete information and an explanation concerning the needs for, and alternatives to, such a transfer.

Charges for Care. You have the right to understand the charges for your care and your obligation for payment.

Advance Directive. You have the right to make sure your wishes regarding your healthcare are known even if you are no longer able to communicate or make decisions for yourself.

Advanced Directives

For information regarding Advanced Directives contact the JBSA-Randolph Legal Office at (210) 652-6781

Complaint Resolution

If you have comments regarding your experience at the 359th Medical Group please ask to speak with the Section Patient Advocate **OR** you can contact the 59 Medical Wing Inspector General at (210) 292-5122 or 59MDW.IG@US.AF.MIL

PATIENT RESPONSIBILITIES

In the MHS, patients are expected, and encouraged to assume reasonable responsibility for their health. This increases the likelihood of achieving the best healthcare outcomes, supports quality improvement, and work to retain a cost-conscious environment.

Your responsibilities as a patient are:

Providing Information. You are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to your health to the best of your knowledge. You are responsible for letting your healthcare provider know whether you understand the diagnosis, treatment plan, and expectations.

Respect and Consideration. You are responsible for being considerate of the rights of other patients and MTF healthcare personnel. You are responsible for being respectful of the property of other persons and of the MTF.

Adherence with Medical Care. You are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying the MTF when appointments cannot be kept.

Medical Records. You are responsible for returning medical records promptly to the MTF for appropriate filing and maintenance if records are transported by you for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF are the property of the U.S. Government.

MTF Rules and Regulations. You are responsible for following MTF rules and regulations affecting patient care and conduct.

Refusal of Treatment. You are responsible for your actions if you refuse treatment or do not follow the practitioner's instructions.

Healthcare Charges. You are responsible for meeting financial obligations incurred for your healthcare as promptly as possible.